98EC003/73744

PATENT

Applicant: Doyle, et al.   Art Unit: 2742

Serial No.:   09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-
                  BASED ROUTING

Examiner: Deane, W.

Attorney
Docket No.:   98EC003/73744

AMENDMENT B

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of February 2, 2000,

please amend the above-identified application as follows:

In the specification:

Page 4, line 23, after "calls,", insert the words --a

call processor (CP) of--.

Page 8, line 28, after the second occurrence of the

words "the PC 11", insert the words --functioning as a matrix

processor (MP)--.

Page 9, line 14, change the expression

"ASkl(i,k)μWSkl(j,k)" to --ASkl(i,k)$\geq$WSkl(j,k)--.

Page 10, line 7, change the expression "Acap(i,j)μ0" to

--ACap(i,j)$\geq$0--.